

20161K

**Pearson BTEC Level 3
Nationals Extended Diploma**

Information Technology

**UNIT 14: IT Service Delivery
(Part A)**

June 2023 Series

You must have
Nil.

You will be given
Nil.

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A4 Modification 24pt BOLD

**You MUST NOT use the standard version of the question paper
with this modified question paper.**

**The modified question paper may contain differences to the
standard question paper.**

These differences are part of the modification process.

**ALL components of the examination that the candidate
attempts **MUST** be returned with the candidate's question paper.**

This includes any answer booklets and diagram booklets.

**Any component not returned will remain unmarked and could
impact on the grade received by the candidate.**

